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## Open Systems Storage - High Availability

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### Product Summary

DET offers Open Systems Storage - High Availability at the State's Salt Lake City and Richfield data centers. Storage space in this environment uses fibre channel disk and is available for use by government agencies.

Fibre channel disk storage is typically used to store business critical information that requires continuous reliability, fast data access, the ability to handle large amounts of random I/O, and high data availability.

### Description of Services

*Open Systems Storage - High Availability* is provided to agencies on a Logical Unit Number (LUN) basis. Storage is allocated based on the size or amount of storage the customer feels is needed for his/her environment. The customer specifies the number of LUNs desired and the size of each LUN. LUNs can be configured in increments of 1GB. Connectivity to this storage is provided through high-speed Fibre Channel networks.

### Product Benefit

Benefits
<b>Open Systems Storage - High Availability</b>
Fast performance with 10,000 rpm drives
Up to 50,000 I/Os per second
Redundant, fault-tolerant hardware and RAID protection provide high availability for high-profile applications
Support for a wide array of operating systems and hardware platforms i.e. Sun/Solaris, IBM AIX, HP/UX, WIN NT, WIN 2000, WIN 2003, Linux, Netware
Physically secure, climate controlled environment
24x7 monitoring
Reliable uninterruptible power with battery backup and generator power
300 GB Hard Drives
Full duplex that enables data to be transmitted and received at the same time
Storage equipment resides in a level 3 data center with multi-level security access
Dual server connectivity for high availability of access to data stored

**Services Not Included with this Product**

Services Not Included	
<b>Backup and Restore Services</b>	Backup and restore services are sold separately
<b>Open Systems Storage</b>	Open Systems Storage resides on SATA disk drives that do not provide the higher availability and reliability associated with fibre channel disk drives.
<b>Qualified Dedicated Storage</b>	DET offers a dedicated disk storage environment for those customers that want to store large amounts of static, non-critical data at a low cost.

**Related DET Products**

Related DET Products	
<b>Backup and Restore Services for Open Systems</b>	Backup and Restore Services for Open Systems is available to State agencies for Open Systems servers that can access the State's Network.
<b>Open Systems Storage</b>	Open Systems Storage resides on SATA disk drives that do not provide the higher availability and reliability associated with fibre channel disk drives.
<b>Qualified Dedicated Storage</b>	DET offers a dedicated disk storage environment for those customers that want to store large amounts of static, non-critical data at a low cost.

**DET Responsibilities**

DET Responsibilities
All storage hardware is maintained by DET with full support by the hardware vendor DET provides 24x7 monitoring of the storage environment

**Customer Responsibilities**

Customer Responsibilities
Purchase of Host Buss Adaptors (HBAs) or Network Interface Cards (NIC) for servers to attach to the storage array.

**DET Customer Support**

Problem resolution by DET staff, agency staff and vendors is managed and coordinated by the DET Customer Support Center. The following parameters govern DET efforts to resolve technical problems:

DET Customer Support
Technical assistance incidents are managed based on appropriate industry best practices. Incident resolution is accomplished by multi-level technical support staff.
Incidents can be submitted 24 x 7 via phone, Internet or Live Chat.
Internet submissions are monitored during normal business hours, Monday-Friday 7:00 AM to 5:30 PM.
Incident priority is based on the importance of system(s) affected, the severity of system degradation, and the number of affected users.
Initial response targets are two business hours for low and medium priority incidents, one clock hour for high priority incidents and thirty clock minutes for urgent priority incidents.

**DET Customer Support**

Incident resolution targets are twelve business hours for low priority incidents, ten business hours for medium priority incidents, and six clock hours for high priority incidents and three clock hours for urgent priority incidents.

Response performance, resolution performance and customer satisfaction are measured and reported regularly

**System Requirements**

Servers using this product must be connected to the SAN via a Host Bus Adaptor or the NAS via a Network Interface Card.

**Product Rate**

The State Rate Committee and the State Legislature have approved rates for this environment. The rate approved is:

**Rates for Open Systems Storage High Availability**

\$.0015/MB/Month (\$1.50/GB/Month)

**Ordering the Product**

Any government agency interested in purchasing mid-tier storage can fill out the on-line order form by going to: <http://its.utah.gov/productsservices/datastorbackup/datastorbackup.htm> and selecting mid-tier user managed storage or contact their assigned Customer Relationship Manager. The provisioning process includes these steps:

1. The customer agency fills out the on-line order form or contacts their CRM.
2. When submitted, the form is sent to DET CRM's, storage administrators, and the DET Help Desk.
3. The DET Help Desk initiates a Remedy service request order that is sent to the storage administrators. This is to ensure that the customer's request is tracked and followed through.
4. The CRM works with the storage administrator and arranges for a needs assessment meeting between the customer agency and DET if needed. In this meeting the amount of storage, time frames for completion, and other parameters for the project are established.
5. The customer agency provides approval to DET to provision the required storage space.
6. DET storage administrators provision the required disk space.
7. The agency and DET coordinate efforts to connect the agency's servers to the provisioned space.
8. Service and billing begins.

**Product Agreement**

DET and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form.

Product and/or Service Rates listed are in accordance with the approved DET Rate Schedules. Therefore, the product description and order form replaces all other

documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between DET and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.